Ministry of
Justice

2014/15
Annual Service Plan Report

For more information on how to contact the
British Columbia Ministry of Justice,
see pages 27 – 29.

Ministry of Justice
PO BOX 9044
STN PROV GOVT
VICTORIA BC
V8W 9E2

Visit our website at
www.gov.bc.ca/justice/

Minister's Message and Accountability Statement

As British Columbia's Attorney General and Minister of Justice, I am pleased to introduce this *2014/15 Annual Service Plan Report*. The report highlights the significant progress we have made on the mandate initiatives assigned to me by Premier Christy Clark and reflects our commitment to transforming and modernizing our justice system. We envision a system that works for families, for businesses and for all British Columbians – one that is accessible, affordable, effective and accountable.

We have been working hard on changes in approaches to justice that will increase accessibility for all British Columbians and that simultaneously respect the value of the taxpayer dollar. Our government has demonstrated its commitment to moving forward with the transformation of British Columbia's administrative tribunals to save taxpayers time and money while achieving better access to justice.

There are new major capital projects that will fulfill justice needs for communities far into the future. One example is implementation of a long-term regional plan for the expansion of court capacity in the rapidly growing Lower Fraser Valley. Top priorities identified in the plan are the expansion of the Surrey Provincial Court and later the replacement of the Abbotsford courthouse.

Our government has made it a priority to address the important issue of violence against women and more broadly, to create a Violence Free BC. We have made significant progress on the recommendations from the Missing Women Commission of Inquiry, including violence prevention work, improved policing practices, missing persons legislation, and compensation to the children of the murdered and missing women.

We have been taking action on the Auditor General's report on earthquake preparedness. The report provided nine recommendations for our government; work is complete on two and underway on the seven others. As the province's emergency response lead, Emergency Management BC is always working to make British Columbia safer.

We have implemented a number of changes coming out of our Liquor Policy Review that have improved convenience for British Columbians, including allowing liquor in grocery stores, allowing happy hours in licensed establishments, removing beer garden fencing, and giving farmers' markets the option to sell wine, beer and spirits.

The Ministry of Justice *2014/15 Annual Service Plan Report* compares the actual results to the expected results identified in the ministry's *2014/15 Service Plan*. I am accountable for those results as reported. The many accomplishments highlighted in the report demonstrate the dedication and professionalism of ministry staff working across the province to ensure an effective and sustainable justice and public safety system for all British Columbians.

Honourable Suzanne Anton QC
Attorney General
Minister of Justice
June 30, 2015

Table of Contents

Minister's Message and Accountability Statement 3

Purpose of the Ministry 5

Strategic Direction and Context 5

Strategic Direction 5

Strategic Context 5

Report on Performance 6

Goals, Objectives, Strategies and Performance Results 7

Financial Report 19

Management Discussion and Analysis 19

Financial Report Summary Tables 20

Major Capital Projects 23

Combined Forces Special Enforcement Unit – British Columbia 24

Appendices 25

Appendix A: Minister's Mandate and Actions Summary 25

Appendix B: Contact Information and Hyperlinks 27

Appendix C: Agencies, Boards and Commissions 30

Purpose of the Ministry

The mission of the Ministry of Justice is to administer justice, deliver public safety services and programs, lead emergency management and provide legal advice to government. We work to achieve our vision of a safe, secure, just and resilient British Columbia through our dedicated and professional workforce, innovation and service excellence.

The ministry's programs and services are delivered through the following core business areas: Community Safety and Crime Prevention; Corrections; Court Services; Criminal Justice; Emergency Management BC; Justice Services; Legal Services; Liquor Control and Licensing; Policing and Security; and RoadSafetyBC. For information on the specific programs and services of the ministry, please visit our website at www.gov.bc.ca/justice.

The Attorney General and Minister of Justice is also responsible for the Liquor Distribution Branch (LDB). More information about the LDB is available at www.bcldb.com.

Strategic Direction and Context

Strategic Direction

The Ministry of Justice is committed to transforming the justice and public safety sector, working in collaboration with leaders, participants and stakeholders across the sector. This commitment is consistent with the direction provided by Premier Christy Clark to the Attorney General and Minister of Justice in her June 2013 mandate letter, which informed the ministry's 2014/15 – 2016/17 Service Plan, as well as the June 2014 mandate letter (see Appendix A).

These letters also established a number of other priorities for the ministry, including: increasing court efficiencies; transferring administrative penalties and traffic tickets from the court system to administrative tribunals; expanding criminal and family legal aid services; improving courtroom capacity in the Lower Fraser Valley; examining policing responsibilities and options for improved policing integration; expanding domestic violence units; continuing implementation of the recommendations from the Missing Women Commission of Inquiry; strengthening provincial earthquake preparedness; and modernizing British Columbia's liquor legislation and regulations. These priorities are in alignment with the goals and objectives in this annual report and are clearly reflected in the strategies presented.

The ministry continues to support a balanced provincial budget and the taxpayer accountability principles through prudent fiscal management of its operations and through oversight of the LDB.

Strategic Context

Numerous external factors affect the ministry in delivering its responsibilities, including:

- Increased policing and related compensation costs;
- Increased security needs;
- Lengthy, resource-intensive major investigations and prosecutions;
- Court decisions that impact what the ministry can do, and how it must be done;
- Civil and family justice processes impacted by cost, delay and complexity;

- Mental health issues demanding increasing justice system resources; and
- Increasing frequency and severity of natural disasters.

To manage the impacts associated with these and other external factors, the ministry proactively identifies risks and opportunities, assesses them in terms of likelihood of occurrence and magnitude of impact, determines response strategies, and monitors progress.

The ministry is committed to a justice and public safety sector that is innovative and sustainable. Sustainability demands that the ministry: maintains efficient and affordable operations and service delivery; has an effective governance structure; has a robust and evolving plan for transformation; ensures strategic alignment between budget, investments and our transformative goals and objectives; identifies, understands, accepts and manages the risks associated with transformation; and monitors and measures performance for accountability.

Report on Performance

This section presents the goals and objectives of the Ministry of Justice and identifies some of the key strategies that were implemented or underway in 2014/15.[1]

The ministry has adopted the goals and objectives developed by British Columbia's Justice and Public Safety Council for the justice and public safety sector. These goals and objectives have been identified by the council as essential to the health of the sector. As stated in the *Strategic Plan for the Justice and Public Safety Sector, April 2014 – March 2017*:

> To maintain trust, we must ensure fairness. We must protect people, especially those who are most vulnerable. We must manage the sector in an innovative and sustainable way and, finally, we must ensure that the public has confidence in the integrity of the sector.

These goals and objectives are in alignment with the government's priorities of a strong economy and a secure tomorrow, and are consistent with the taxpayer accountability principles.

The strategies included are those that address the directions provided in the Minister's mandate letters of June 2013 and June 2014, as well as the transformation priorities of the ministry. The strategies presented are not an exhaustive list of the many initiatives underway in the ministry; rather, they reflect the ministry's key strategic priorities for 2014/15. Although the strategies are grouped under specific goals, many of them support more than one goal.

In addition to these strategies, the ministry is currently working with the LDB to develop and implement additional strategies to meet the taxpayer accountability principles, including an evaluation plan and a strategic engagement plan.

In accordance with the *Budget Transparency and Accountability Act*, this section also reports on the performance measures and targets that were included in the Ministry of Justice *2014/15 – 2016/17 Service Plan*.

All of the ministry's performance measures are currently under review as we work to develop a set of key indicators that best reflect both what we control and how we contribute to the high-

[1] The goals and objectives have been revised since publication of the Ministry of Justice *2014/15 – 2016/17 Service Plan*.

level outcomes of the justice and public safety sector. The ability to measure performance well is a critical enabler for getting results and achieving goals. Strengthening our business intelligence and performance management capacity is a priority of the ministry.

Measuring the performance of justice and public safety programs, organizations and systems is complex. Long-term outcomes are affected by many factors that are not under the exclusive control of any one program area or organization. The complex nature of justice and public safety processes and outcomes requires a collective and integrated response from all areas and levels of government, as well as from other justice and public safety participants, partners and stakeholders.

Goals, Objectives, Strategies and Performance Results

Goal 1: The justice and public safety sector in British Columbia is fair

Objective 1.1 Accessible
Objective 1.2 Impartial
Objective 1.3 Timely

Strategies

- The Civil Resolution Tribunal will offer 24/7 access to user-focused services through the use of online and in-person assessment, triage, self-help, and dispute resolution services that lead to cost effective resolutions. The *Civil Resolution Tribunal Amendment Act* received Royal Assent in May 2015. The legislation provides for the establishment of a mandatory Civil Resolution Tribunal for most small claims and strata property disputes. The tribunal is one example of how the ministry works to maximize the benefits of technology for increased access to justice.
- Tribunal Transformation is about shifting the way British Columbia's administrative tribunals deliver services to the public. The *Administrative Tribunal Statutes Amendment Act* received Royal Assent in May 2015. The legislation will enable the government and tribunals to move service delivery online, integrating support services and systems, streamlining adjudication processes and clustering sector-based tribunals together. This initiative will build the infrastructure for more efficient and effective tribunal services as well as create greater accountability and transparency.
- Government is committed to serving the justice needs of communities in the rapidly growing Lower Fraser Valley. The ministry has been working collaboratively with our five municipal partners (Surrey, Township of Langley, City of Langley, Abbotsford and Chilliwack), the judiciary and our justice partners to implement a long-term regional plan for the expansion of court capacity in the region. On March 19, 2015, a $24.3 million expansion was announced, including the addition of three courtrooms and two hearing rooms for the Surrey Courthouse, which has one of the largest criminal caseloads in the province. The initiative was identified as a top priority in the *Lower Fraser Valley Regional Plan Court Capacity Expansion Project Final Report*, released in February 2014.
- The Road Safety Initiative is expected to shift traffic disputes out of court, improve police efficiency, and make processes more accessible for citizens. The initiative also includes a

new driver intervention and improvement model to more effectively intervene with high-risk driving behaviours. Electronic ticketing, coupled with a faster dispute resolution process, will mean that driver infractions will be recorded against driving records more quickly, thereby enabling interventions for high-risk drivers to be applied soon after habitual high-risk driving is identified.

- The ministry also continues to strengthen consequences for distracted driving. The first step of this two-phase approach was implemented in October 2014, when the government introduced the sanction of three penalty points for drivers caught talking on a handheld device while driving – this new sanction is in addition to a $167 fine. In developing the second phase of British Columbia's approach to combatting distracted driving, RoadSafetyBC in conducting a one-month public consultation on this issue to solicit public and stakeholder input on potential further appropriate sanctions for distracted driving. RoadSafetyBC will work with its partners to lead this review and develop options and recommendations.

Goal 2: The justice and public safety sector in British Columbia protects people

Objective 2.1 **Preventative**
Objective 2.2 **Protective**
Objective 2.3 **Systemic Approach**

Strategies

- Government launched the *A Vision for a Violence Free BC* strategy in February 2015. The strategy is a commitment to end violence against women in British Columbia, combining immediate actions with a long-term vision to help ensure women have the supports they need to help prevent violence, escape from violent situations, and recover if they have been victims of crime.
- Work is now substantially completed or underway on all major themes of the Missing Women Commission of Inquiry report. Progress to date includes violence-prevention work, improved policing practices, missing persons legislation, and compensation to the children of the murdered and missing women. These actions are outlined in the government's final update report released in December 2014. In addition, effective December 29, 2014, the ministry implemented a new policy on best practices for supporting adult vulnerable victims and witnesses in criminal prosecutions, to assist them in effectively participating in the criminal justice process.
- The *Provincial Domestic Violence Action Plan* was launched in February 2014 by the Provincial Office of Domestic Violence, Ministry of Children and Family Development, based on extensive consultations with anti-violence stakeholders and other partners. The plan aims to enhance services and bridge potential service gaps to ensure women, children and all those who have been affected by domestic violence have access to the supports and services they need. As part of the plan, the Ministry of Justice developed a framework for domestic violence courts to provide guidance on best practices in establishing specialized domestic

violence court processes in British Columbia. There are now distinct domestic violence court processes in Nanaimo, Duncan, Kelowna, Penticton and Kamloops.

- The ministry continues to support the Domestic Violence Units (DVUs) in Vancouver, New Westminster, Abbotsford, Surrey, the Capital Region and Kelowna, and the newly established DVU in Nanaimo. DVUs bring together police, community-based victim services and, in some cases, a dedicated social worker from the Ministry of Children and Family Development. They are an integrated approach to intervening in high-risk domestic violence cases and providing direct services to victims, children and the perpetrators of domestic violence.
- Parliamentary Secretary for Crime Reduction - Darryl Plecas - and the Blue Ribbon Panel on Crime Reduction submitted their report, *Getting Serious about Crime Reduction*, which was released in December 2014. The report made six broad recommendations for the Province to utilize a more cohesive and collaborative approach aimed at preventing and reducing crime in British Columbia. Several of the key recommendations can be linked to existing initiatives under the *British Columbia Policing and Community Safety Plan* and other ministry work. Other recommendations and related action items will require further analysis and consultation.
- We are working hard in the fight against gangs and organized crime. Approximately $60 million a year is provided to the RCMP in B.C. for the Combined Forces Special Enforcement Unit (CFSEU-BC) and anti-gang initiatives. Headquartered in Metro Vancouver, CFSEU-BC is represented in all the main regions of the province with offices in Kelowna, Prince George, and on Vancouver Island. CFSEU-BC is made up of seconded police officers from municipal, provincial and federal law enforcement agencies. This integrated approach enhances intelligence sharing, coordination and strategic deployment against threats of violence posed by organized crime groups and gangs in our province. As part of CFSEU-BC's role supporting front-line efforts to keep young people out of gangs, a program of educational videos that shine a new light on gangs andgang violence, and the effects that they have on families has been released. (For more information on CFSEU-BC, see page 24.)
- Parliamentary Secretary for Corrections - Laurie Throness - consulted with stakeholders in the corrections field to propose changes and improvements to protecting staff, inmates and the communities in which correctional facilities are located in British Columbia. His final report, *Standing Against Violence*, was released in December 2014 and consists of three parts: a description of the present system; incremental recommendations based on those conclusions; and suggestions for discussion with respect to transformational directions in the longer term. The report's 20 recommendations include operational improvements, transitional support for inmates and training opportunities.
- The ministry conducted a province-wide consultation, chaired by Henry Renteria, former director of California's Office of Emergency Services, on improving the ability of British Columbians to prepare for and respond to a catastrophic seismic event. The review engaged all levels of government as well as the media, businesses, local authorities including First Nations, the academic community, adjoining provincial, federal and state jurisdictions, and non-governmental organizations. The review builds on the work currently underway to fulfill the recommendations in *Catastrophic Earthquake Preparedness*, by the British Columbia Office of the Auditor General.

- In December 2014, Renteria provided the government with his recommendations on how British Columbians can become more prepared. His final report, *The Earthquake Preparedness Consultation Report*, was released in March 2015. Emergency Management BC (EMBC) will use this report as a benchmark towards its annual strategic plan. The completion of the draft provincial *Earthquake Immediate Response Plan* is an example of the type of EMBC work underway. For more information on other examples of work and the specific action EMBC has already taken on a number of the recommendations contained in both the Renteria report and the Auditor General's *Catastropic Earthquake Preparedness* report, see the 2014/15 EMBC Annual Report.

Goal 3: The justice and public safety sector in British Columbia is sustainable

Objective 3.1 Focused
Objective 3.2 Managed
Objective 3.3 Effective

Strategies

- The Court Administration Transformation Suite (CATS) refers to a series of service-focused initiatives that, building on existing court technologies and processes, will allow court matters to be conducted more efficiently both inside and outside the courtroom and allow court information to be entered, accessed and shared more quickly and accurately among justice and public safety sector partners. Projects under this initiative include: Court Clerk Desktop (to improve efficiency, increase data quality, and address workload issues for court administration staff); Provincial Court Scheduling System (to improve trial scheduling, the allocation of court rooms and use of judicial resources); Crown Digital Workspace (to allow the Provincial Court to more easily schedule court matters by knowing the availability of an assigned Crown Counsel); and Court Services Digital Platform (expanding Court Services Online to improve the ability to electronically file civil court documents, such as divorce files and Court of Appeal files, and to more easily access court transcripts).
- In implementing Action Item #1 of the *British Columbia Policing and Community Safety Plan*, the ministry worked in collaboration and consultation with key stakeholders to: define and clarify policing responsibilities at the federal, provincial, and municipal government levels; consider models of policing service delivery, ranging from further integration to the regional delivery of services while retaining local community-focused policing; and develop options for funding/financing models that reflect each level of government's policing responsibility.
- In addition, amendments to the *Police Act* were brought into force March 3, 2015 that clarify the government's authority to sustain and expand integrated policing teams and other specific, specialized policing services. The amendments also enable the Director of Police Services to establish additional police standards in relation to certain types of investigations, bias-free policing, and community input into policing. These changes not only respond to issues raised by the Missing Women Commission of Inquiry regarding the coordination of

policing across multiple jurisdictions, but also strengthen the government's ability to ensure an adequate, effective level of policing is maintained throughout British Columbia.

- The ministry is undertaking information management/information technology systems modernization to: increase integration and information sharing between justice and public safety business areas; ensure that information is accessible, accurate, complete and secure; and increase citizen access to, and improve interaction with, justice services.
- The 'Lean' approach has been adopted throughout the ministry to support improvement of processes and services while also building internal capacity through the elimination of unnecessary rules, processes, activities and non-essential steps. Examples of the many ways Lean is being applied include: improving workflow practices in courthouses and in our Legal Services Branch; streamlining business processes to admit and discharge inmates from correctional centres and community corrections offices; and streamlining business processes related to the Immediate Roadside Prohibition review process within RoadSafetyBC.

Goal 4: The justice and public safety sector in British Columbia has the public's confidence

Objective 3.1 Adaptive
Objective 3.2 Performance-focused
Objective 3.3 Empowering

Strategies

- The ministry is a major participant in the Province's justice transformation agenda and has completed many of the recommendations in *A Criminal Justice System for the 21st Century: Final Report to the Minister of Justice and Attorney General*. Prepared by Geoffrey Cowper, QC, the report was based on six months of extensive consultation with the judiciary, Crown counsel, the legal profession, police and members of the public to identify the top issues affecting the justice system and put forward ideas for criminal justice transformation. Sector-wide consultations continue and, in November 2014, the ministry participated in British Columbia's fourth Justice Summit. The summit brought together about 80 leaders from the judiciary, the legal profession, policing, victim services, corrections, community and advocacy organizations, First Nations groups, the academic community, and the provincial government to identify ways to address issues related to domestic violence and sexual assault.
- Reflecting a commitment to provide early assistance and support early resolution whenever possible, the Province is providing dedicated funding of $6 million over the next three fiscal years to support five Justice Innovation and Transformation Initiatives, to be delivered by the Legal Services Society. The society will receive $2 million per year, starting in 2014/15, bringing the government's total legal aid commitment to $74.6 million in 2015/16. Focusing on criminal, family and child protection matters, these pilot projects are designed to support early and out-of-court resolutions where possible and to support individuals when court intervention is required.
- The ministry continues to implement the recommendations put forward in the *B.C. Liquor Policy Review Final Report* which stem from extensive stakeholder consultations and one of

the Province's most successful public engagements. Parliamentary Secretary John Yap's final report makes 73 common-sense recommendations to change British Columbia's liquor laws so that they reflect current lifestyles, encourage the growth of small businesses and our economy, address calls for consumer convenience, and continue to safeguard health and public safety. Work in this area illustrates how the ministry continues to build strong legislative, policy and regulatory frameworks for effective service delivery, public safety and citizen interaction.

- Coordinated business intelligence and performance measurement systems are being developed to assist with strategic planning, monitoring and decision-making within the ministry and across the justice and public safety sector, and to enable better public reporting of progress toward our goals and objectives. The ability to measure performance well is a critical enabler for getting results and achieving goals, and strengthening the ministry's business intelligence and performance measurement capacity is a key component of the justice and public safety transformation agenda.

Performance Measure 1: Public confidence in the justice system

Public confidence in the justice system[1]	2003 Baseline	2008 Actual	2013 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of British Columbians who have "a great deal of" or "quite a lot of" confidence in the justice system	50	53	NOT YET AVAILABLE[2]	N/A	N/A	N/A

Data Source: Statistics Canada General Social Survey on Social Identity. The General Social Survey is conducted every five years to gather data on the activities and perceptions of Canadians. It is anticipated that the next survey will be conducted in 2018.

[1] The ministry tracks long-term trends in public confidence in the justice system. Citizens must have confidence in the justice system for it to function effectively and to ensure continued public participation and support.

[2] It is anticipated that Statistics Canada will be releasing an article on public confidence in the justice system later in 2015, based on more recent public confidence data.

Performance Measure 2: Public Release of Data Sets

Cumulative number of data sets available on DataBC website[1]	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Community Safety and Crime Prevention	5	5	6	6	7	7
Corrections	8	15	15	15	20	20
Court Services	18	33	27[2]	32	32	32
Criminal Justice	5	6	5[3]	6	5	5
Emergency Management BC	2	2	9	2	10	11
Liquor Control and Licensing	3	3	6	3	6	6
Policing and Security	5	10	15	15	18	20
RoadSafetyBC	5	10	15	20	15	15
TOTAL	51	84	98	99[4]	113	116

Data Source: DataBC website: www.data.gov.bc.ca

[1] The ministry tracks the number of data sets that are published and regularly updated by the ministry's core business areas to facilitate broader public access to information about government programs and services.

[2] The 2014/15 target was based on a forecast of 27 for 2013/14.

[3] The 2014/15 target was based on a forecast of 5 for 2013/14.

[4] While not all areas of the ministry met the 2014/15 targets for this measure, the total cumulative number of datasets posted on DataBC by the ministry exceeded the number anticipated.

Performance Measure 3: Family Court Timeliness[2]

Family Court Timeliness[1]	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 (YTD) Actual	2015/16 Target	2016/17 Target
Median age in days of a family application when first order is issued	105	123[2]	127[3]	107[4]	126	125

Data Source: Courts Electronic Information System

[1] This measure reports the median number of days between filing an application to obtain or change an order and when the first order is issued on a family matter in Provincial Court. Cases included in the measure involve parenting arrangements, guardianship, contact and support after separation.

[2] The 2013/14 actual has been revised based on final data for the full fiscal year.

[3] The target of 127 was based on a forecast of 128 for 2013/14.

[4] At the time of publishing this report, fiscal 2014/15 year end data were not ready for reporting, so the first three quarters of fiscal 2014/15 (April to December 2014) have been used. The year-to-date actual exceeded the target established for 2014/15.

[2] The ministry no longer includes court timeliness measures in its service plans and reports, starting with the ministry's *2015/16 – 2017/18 Service Plan*. Performance indicators and other information related to the Provincial Court of British Columbia are available at www.provincialcourt.bc.ca/news-reports/court-reports. As per the *Budget Transparency and Accountability Act*, performance measures 3, 4 and 5 are reported here because they were included in the ministry's *2014/15 – 2016/17 Service Plan*.

Performance Measure 4: Small Claims Timeliness

Small Claims Timeliness[1]	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 YTD Actual	2015/16 Target	2016/17 Target
Median age in days of a small claims case at first substantive appearance	210	167[2]	178[3]	161[4]	177	176
Median age in days of a small claims case at trial stage	421.5	421[2]	417[5]	387[4]	416	415

Data Source: Courts Electronic Information System

[1] Two indicators of small claims timeliness are reported here. The first indicator is the median number of days from the date a file is opened in Provincial Court to the date of the first substantive appearance, which includes settlement conferences, summary trials, simplified trials or mediation. This methodology provides a picture of the speed and timeliness of the entire small claims process across the province, regardless of the specific process used. The second indicator is the median number of days from the date a file is opened in Provincial Court to the date of the trial

[2] The 2013/14 actual has been revised based on final data for the full fiscal year.

[3] The target of 178 was based on a forecast of 179 for 2013/14.

[4] At the time of publishing this report, fiscal 2014/15 year end data were not ready for reporting, so the first three quarters of fiscal 2014/15 (April to December 2014) have been used. The year-to-date actual exceeds the target established for 2014/15.

[5] The target of 417 was based on a forecast of 418 for 2013/14.

Performance Measure 5: Timeliness of Criminal Case Conclusion

Timeliness of Criminal Case Conclusion[1]	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 YTD Actual	2015/16 Target	2016/17 Target
Median time in days to conclude Provincial criminal cases (Adult and Youth)	80[2]	78[3]	82[4]	77[5]	81	80

Data Source: Criminal Management Information System, Court Services Branch

[1] This measure reports the median number of days from the date the information is sworn to the date the matter is completed.

[2] The 2012/13 actual has been revised based on final data for the full fiscal year.

[3] The 2013/14 actual has been revised based on final data for the full fiscal year.

[4] The target of 82 was based on a forecast of 83 for 2013/14.

[5] At the time of publishing this report, fiscal 2014/15 year end data were not ready for reporting, so the first three quarters of fiscal 2014/15 (April to December 2014) have been used. The year-to-date actual exceeded the target established for 2014/15.

Performance Measure 6: Timeliness of Victim Financial Assistance Claim Adjudication

Timeliness of Victim Financial Assistance Claim Adjudication[1]	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime	70	65[2]	70[3]	52[4]	70	70

Data Source: Electronic Victim Information System

[1] This measure indicates the level of client service and system efficiency in administering the Crime Victim Assistance Program under the *Crime Victim Assistance Act*.

[2] The 2013/14 actual has been updated based on final data for that fiscal year.

[3] The target of 70 was based on a forecast of 70 for 2013/14. Yearly targets of 70 days reflects an ambitious effort to maintain this high level of service.

[4] This is a tentative figure based on adjudication processes that have been completed for 89 per cent of the total applications received in 2014/15. Final results will be available once adjudication processes have been completed for all applications. Based on these initial results, the 2014/15 actual significantly exceeded the target established.

Performance Measure 7: Timeliness of Disaster Financial Assistance Private Sector Claim Adjudication

Timeliness of Disaster Financial Assistance Private Sector Claim Adjudication[1]	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Average number of days from receipt of a complete Disaster Financial Assistance evaluator's report until the claim has been adjudicated and closed.	14	14	13	9[2]	12	11

Data Source: Disaster Financial Assistance Database

[1] This measure indicates the level of client service and system efficiency in administering the Disaster Financial Assistance Program under the *Emergency Program Act* and the *Compensation and Disaster Financial Assistance Regulation*. The measure is based on a five-year rolling average as it provides a stronger indication of organizational performance and process improvement trends than single year reporting, due to the variability of events and Disaster Financial Assistance applications between years.

[2] The actual for 2014/15 exceeded the target established.

Performance Measure 8: Crime Rates

Police-reported crime rates in British Columbia (*Criminal Code* offences per 1,000 persons)[1]	**2012 Actual**	**2013 Actual**	**2014 Target[2]**	**2014 Actual[3]**	**2015 Target**	**2016 Target**
Violent crime	13.8	12.6	12.5	NOT YET AVAILABLE	11.9	11.3
Property crime	47.1	45.7	42.5	NOT YET AVAILABLE	40.4	38.4
Other crime	16.3	16.2	15.1	NOT YET AVAILABLE	14.3	13.6
Overall crime rate	77.3	74.5	69.7	NOT YET AVAILABLE	66.2	62.9

Data Source: Crime data are obtained from Statistics Canada. Population data are obtained from BC Statistics, Ministry of Citizens' Services.

[1] The crime rate is the number of *Criminal Code* offences (excluding drug crimes and traffic-related offences) reported for every 1,000 persons. It is a better indicator of trends in crime than is the actual number of offences because it allows for population differences. Further information on crime statistics in British Columbia, including detailed definitions and data qualifiers, is available at http://www.pssg.gov.bc.ca/policeservices/statistics/index.htm.

[2] The targets for these rates reflect five per cent year-to-year decreases.
[3] It is anticipated that the rates for 2014 will become available late summer 2015.

Performance Measure 9: Crime Severity Indices

Crime Severity Indices	2012 Actual	2013 Actual	2014 Target[2]	2014 Actual[3]	2015 Target	2016 Target
Violent crime severity index	91.1	81.5	80.6[4]	NOT YET AVAILABLE	76.6	72.8
Non-violent crime severity index	96.3	91.8	85.4[5]	NOT YET AVAILABLE	81.1	77.0
Overall crime severity index	95.0	89.2	84.3[6]	NOT YET AVAILABLE	80.1	76.1
Youth crime severity index	57.1	50.3	52.2[7]	NOT YET AVAILABLE	49.6	47.1

Data Source: Crime data are obtained from Statistics Canada. Population data are obtained from BC Statistics, Ministry of Citizens' Services.
[1] The crime severity index was developed by the Canadian Centre for Justice Statistics, a part of Statistics Canada, to track the relative severity of crime over time. Further information on the crime severity index, including detailed definitions and data qualifiers, is available at http://www.pssg.gov.bc.ca/policeservices/statistics/index.htm.
[2] The targets for these indices reflect five per cent year-to-year decreases.
[3] It is anticipated that the indices for 2014 will become available late summer 2015.
[4] The 2014 target was based on a forecast of 84.8 for 2013.
[5] The 2014 target was based on a forecast of 89.9 for 2013.
[6] The 2014 target was based on a forecast of 88.7 for 2013.
[7] The 2014 target was based on a forecast of 54.9 for 2013.

Performance Measure 10: Rates of Non-reoffending

Percentage of adult offenders who are not re-convicted in B.C. within two years of release from custody, commencement of community supervision, or active supervision[1]	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Community Corrections	76.8	76.7	77.5	75.9[2]	78.0	78.5
Custody	50.6	48.7	51.5	48.7[2]	52.0	52.5
Overall rate of non-reoffending	72.6	72.2	73.5	71.6[2]	74.0	74.5

Data Source: BC Corrections, Ministry of Justice
[1] This measure is based on offence date rather than sentence date. That means it includes all individuals, regardless of court date, who are not reconvicted with an offence date that falls within the two-year follow-up period. Therefore, the rates reported may shift over time. Each year's rate is based on the cohort two years prior. In other words, the 2014/15 rate is based on offenders admitted and/or released in 2012/13.
[2] The targets for this indicator were not met in 2014/15. Criminal behaviour is a highly complex phenomenon involving a variety of individual and societal factors, and rates such as these are difficult to change. BC Corrections is aware of the decline and, while no formal studies have been undertaken, BC Corrections is working to understand and respond to this shift.

Performance Measure 11: Policing Standards

Policing Standards[1]	2012/13 Actual	2013/14 Actual	2014/15 Target[2]	2014/15 Actual	2015/16 Target	2016/17 Target
Cumulative number of *British Columbia Provincial Policing Standards* approved for implementation	16	16	26[3]	27[4]	30	34

Data Source: Policing and Security Branch, Ministry of Justice

[1] The *British Columbia Provincial Policing Standards* are designed to ensure the safe and effective delivery of policing and serve to set benchmarks against which certain aspects of police activities are measured, thereby strengthening police accountability.

[2] The development of new policing standards is currently undertaken by the ministry in consultation with an advisory committee comprised of interested stakeholders. Fiscal implications are considered during the development of new standards and significant efforts are made to mitigate costs.

[3] The target of 26 was based on a forecast of 21 for 2013/14.

[4] The actual exceeded the target established for 2014/15.

Performance Measure 12: Traffic Fatality and Injury Rates

Traffic Fatality and Injury Rates[1]	2012 Actual	2013 Actual	2014 Target	2014 Actual	2015 Target	2016 Target
Number of traffic fatalities per 100,000 population	6.2	5.9[2]	5.8[3]	6.2[4]	5.6	5.5
Number of traffic injuries per 100,000 population	445.2	452.9[2]	418.5[3]	448.4[4]	405.9	393.8

Data Source: Traffic Accident System Q1 2015 extract, as of March 31, 2015. Population estimates from Statistics Canada, prepared by BC Statistics. Population projections are as of July 1 each year.

[1] Data for these rates are collected from police-attended collisions involving injuries and/or fatalities. Collision data are collected by police and individual reports may be subject to error. As enforcement resources do not allow officers to attend all collisions, it is estimated that police reports may not include up to 20 percent of injuries. Results are reported by calendar year.

[2] The actuals for 2013 have been revised to reflect final 2013 data.

[3] The targets for these rates had been based on year-to-year reductions of three per cent from preliminary 2013 actuals of 5.7 and 442.2.

[4] Results for 2014 are preliminary as there is typically a six-month delay for the data to be finalized. Based on the preliminary results, the 2014 targets for these rates were not met. As traffic fatality and injury rates are affected by random variations from year to year, trends in the rates are most meaningful when considered over the long term.

Performance Measure 13: Alcohol/drug related driving fatality rates

Alcohol/drug related driving fatality rates[1]	2012 Actual	2013 Actual	2014 Target	2014 Actual	2015 Target	2016 Target
Number of alcohol/drug related driving fatalities per 100,000 population	1.25	1.40[2]	1.16[3]	1.32[4]	1.12	1.09

Data Source: Traffic Accident System Q1 2015 extract, as of March 31, 2015. Population estimates from Statistics Canada, prepared by BC Statistics. Population projections are as of July 1 each year.

[1] These rates are based on data collected from police-attended collisions involving fatalities where alcohol and/or drugs were a contributing factor in the collision. Results are reported by calendar year.

[2] The actual for 2013 has been revised to reflect final 2013 data.

[3] The target for this rate had been based on year-to-year reductions of three per cent from a preliminary 2013 actual of 1.31.
[4] Results for 2014 are preliminary as there is typically a six-month delay for the data to be finalized. Based on the preliminary results, the 2014 target for this measure was not met. As stated above, rates such as these are affected by random variations from year to year and are therefore most meaningful when considered over the long term.

Performance Measure 14: Liquor Licensee Compliance Rate

Liquor Licensee Compliance Rate[1]	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Percentage of inspected/investigated liquor licensees in compliance	96	95	95	95[2]	95	95

Data Source: Liquor Control and Licensing Branch, Ministry of Justice
[1] The ministry tracks the percentage of inspected or investigated liquor licensees who are found to be in compliance with provincial liquor licensing regulations. Over 12,000 inspections are conducted annually of almost 10,000 licensees across all regions of the province. The ministry focuses resources on high-risk establishments, so some may be visited more than once in a given year while others may not be visiting during that year.
[2] The 2014 target for this measure was achieved.

Financial Report

Management Discussion and Analysis

The Estimates operating expense budget of the ministry in 2014/15 was $1,155 million, an increase of $15 million compared to 2013/14 Restated Estimates, due to $7.6 million increase for compensation increases under the provincial policing RCMP agreement, $5.9 million increase for Surrey Pretrial Services Centre, and $5.0 million for the Office of the Superintendent of Motor Vehicles[3] to reflect baseline costs of the Immediate Roadside Prohibition Program, offset by administrative savings.

The Public Accounts shows Other Authorizations of $30.9 million, $18.4 million in Contingencies access for Crown counsel and judicial compensation, major cases and prosecutions, Immediate Roadside Prohibition Program, provincial policing RCMP contract costs and the Lower Fraser Valley courts regional plan, and $12.5 million in *Emergency Program Act* statutory appropriation.

Including the Other Authorizations, the ministry's Total Estimated budget was $1,186 million compared to Actuals of $1,173 million; the variance of $12.9 million was due primarily to expenses being less than budget on the *Crown Proceeding Act* (as the costs for court judgements and settlements were lower than the budget), Independent Investigations Office, Statutory Services and an Adjustment of Prior Year's Accrual (as costs paid in 2014/15 for amounts relating to 2013/14 were less than the accrued amounts).

Total capital expenditures of the ministry in 2014/15 were $5.5 million compared to an Estimates budget of $15.9 million.

[3] The Office of the Superintendent of Motor Vehicles is referenced to align with the Public Accounts; however, as of May 30, 2014, the branch officially changed its name to RoadSafetyBC.

Financial Report Summary Tables

	Estimated	Other Authorizations [1]	Total Estimated	Actual	Variance
Operating Expenses ($000)					
Justice Services	108,155	1,508	109,663	110,759	1,096
Prosecution Services	112,867	6,116	118,983	120,160	1,177
Court Services	96,083	2,679	98,762	99,016	254
Legal Services	17,543	1,300	18,843	22,401	3,558
Corrections	219,308	0	219,308	215,259	(4,049)
Policing and Security Programs	349,682	4,550	354,232	354,232	(0)
Victim Services and Crime Prevention	40,190	0	40,190	36,966	(3,224)
Emergency Management BC	26,702	0	26,702	25,236	(1,466)
Office of the Superintendent of Motor Vehicles	9,123	856	9,979	9,979	0
Liquor Control and Licensing	1	0	1	0	(1)
Agencies, Boards and Commissions	13,295	0	13,295	13,316	21
Executive and Support Services	32,244	368	32,612	35,246	2,634
Judiciary	68,109	1,019	69,128	69,128	0
Crown Proceeding Act	24,500	0	24,500	13,407	(11,093)
Independent Investigations Office	8,100	0	8,100	7,135	(965)
British Columbia Utilities Commission	1	0	1	0	(1)
Emergency Program Act [2]	14,478	12,503	26,981	26,981	0
Statutory Services [3]	14,785	(609)	14,176	13,973	(203)
Adjustment of Prior Year Accrual	0	0	0	(619)	(619)
Total	**1,155,166**	**30,290**	**1,185,456**	**1,172,575**	**(12,880)**

	Estimated	Other Authorizations [1]	Total Estimated	Actual	Variance
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Justice Services	0	0	0	71	71
Prosecution Services	0	0	0	76	76
Court Services	0	0	0	1,876	1,876
Legal Services	0	0	0	0	0
Corrections	0	0	0	1,580	1,580
Policing and Security Programs	0	0	0	0	0
Victim Services and Crime Prevention	0	0	0	0	0
Emergency Management BC	0	0	0	14	14
Office of the Superintendent of Motor Vehicles	0	0	0	0	0
Liquor Control and Licensing	0	0	0	0	0
Agencies, Boards and Commissions	0	0	0	0	0
Executive and Support Services	14,572	0	14,572	871	(13,701)
Judiciary	605	0	605	555	(50)
Crown Proceeding Act	0	0	0	0	0
Independent Investigations Office	352	0	352	194	(158)
British Columbia Utilities Commission	10	0	10	0	(10)
Emergency Program Act [2]	0	0	0	0	0
Statutory Services [3]	363	0	363	291	(72)
Adjustment of Prior Year Accrual	0	0	0	(40)	(40)
Total	**15,902**	**0**	**15,902**	**5,488**	**(10,414)**
Other Financing Transactions ($000)					
Executive and Support Services (Interest on trusts and deposits)	0	0	0	0	0
Receipts	(2,900)	0	(2,900)	(556)	2,344
Disbursements	2,900	0	2,900	556	(2,344)
Net Cash Source (Requirements)	0	0	0	0	0
Total Receipts	**(2,900)**	**0**	**(2,900)**	**(556)**	**2,344**

Total Disbursements	**2,900**	**0**	**2,900**	**556**	**(2,344)**
Total Net Cash Source (Requirements)	**0**	**0**	**0**	**0**	**0**

[1] "Other Authorizations" include Supplementary Estimates, Statutory Appropriations and Contingencies.
[2] The *Emergency Program Act* provides for response and recovery from emergencies and disasters, and for hazard mitigation initiatives.
[3] Statutory Services includes the following Special Accounts: Civil Forfeiture Account; Corrections Work Program Account; Criminal Asset Management Fund; Public Guardian and Trustee; and Victim Surcharge.

Environmental Appeal Board and Forest Appeals Commission

While the Board and the Commission operate independently from the Ministry of Justice, their budget vote is the responsibility of the ministry. Therefore, they are not considered one of the core business areas accountable to the Attorney General and Minister of Justice, but they are included in this Annual Report.

	Estimated	**Other Authorizations**	**Total Estimated**	**Actual**	**Variance**
Operating Expenses ($000)					
Administration and Support Services	1,453	0	1,453	1,379	(74)
Environmental Appeal Board	312	0	312	206	(106)
Forest Appeals Commission	310	0	310	122	(188)
Total	2,075	0	2,075	1,707	(368)

Electoral Boundaries Commission

While the Electoral Boundaries Commission operates independently from the Ministry of Justice, their budget vote is the responsibility of the ministry. Therefore, they are not considered one of the core business areas accountable to the Attorney General and Minister of Justice, but they are included in this Annual Report.

	Estimated	**Other Authorizations**	**Total Estimated**	**Actual**	**Variance**
Operating Expenses ($000)					
Electoral Boundaries Commission	2,500	0	2,500	1,017	(1,483)
Total	2,500	0	2,500	1,017	(1,483)

Major Capital Projects

Representing the largest capital expansion in the history of BC Corrections, the Corrections Capital Asset Management Plan (CAMP) was developed to address current and future capacity demands in correctional centres in British Columbia.

Government's CAMP Phase One approval included a total of $185 million in capital between 2008/09 and 2013/14 for three separate projects to add 340 new cells to the provincial capacity:

- A 20-cell expansion for women at the Prince George Regional Correctional Centre, completed in December 2010;
- A 104-cell addition at Alouette Correctional Centre for Women, completed in October 2012; and
- A 216-cell addition to the Surrey Pretrial Services Centre, which opened in February 2014.

The initial project in CAMP Phase Two was approved in December 2012 – the construction of a 378-cell Okanagan Correctional Centre within the Osoyoos Indian Band's Senkulmen Business Park on Highway 97, seven kilometres north of Oliver. The project with an approved capital budget of $220 million is under construction and on schedule to be completed in late 2016. It will create up to 500 direct and 500 indirect jobs during construction, and over 240 new, full-time positions upon completion, and will more than double correctional centre capacity in British Columbia's Interior.

In addition to these major capital projects, BC Corrections responded to the government's construction stimulus program with the implementation of $40 million in Accelerated Infrastructure Projects to increase the ability of existing institutions and offices to safely and securely accommodate offenders. Benefits of the funding to Community Corrections include office changes to ensure staff and client safety, increased office security, and interview rooms that facilitate client-staff engagement in a safe and secure environment. Benefits of the funding to Adult Custody include increased security, and increased staff and inmate safety.

Combined Forces Special Enforcement Unit – British Columbia

In 1999, the Organized Crime Agency of British Columbia (OCABC) was developed as an independent Designated Policing and Law Enforcement Unit under the *Provincial Police Act*.

In 2004, the Combined Forces Special Enforcement Unit-British Columbia (CFSEU-BC) was developed in consultation with the provincial government as an initiative to integrate the OCABC, the municipal police departments and the RCMP.

CFSEU-BC is the Province's anti-gang police agency. It is the largest integrated joint forces police unit in Canada and draws and develops highly-specialized officers from federal, provincial and municipal agencies around the province.

The mission of CFSEU-BC is to facilitate the disruption and suppression of organized crime which affects British Columbians. Its mandate is to target, investigate, prosecute, disrupt and dismantle the organized crime groups and individuals that pose the highest risk to public safety due to their involvement in gang violence in British Columbia.

CFSEU-BC's integrated approach enhances intelligence sharing, coordination and strategic deployment against threats of violence posed by organized crime groups and gangs in British Columbia. Its police officers and civilian staff are highly motivated, progressive and known for developing ground-breaking methods and techniques.

In December 2013, CFSEU-BC launched End Gang Life, a province-wide anti-gang prevention campaign aimed at at-risk youth. Through the use of video and posters, the anti-gang campaign uses bold, engaging, and powerful imagery and language that speaks to people and is intended to give youth a fresh perspective on what gangs really are, give communities a rallying point around which they can mobilize against gangs in their neighborhoods, and make gangsters pause and have a second thought about their life choices. Estimated to last two years, this campaign is grounded in academic research and has the support of the provincial government.

CFSEU-BC is governed by a Board of Governance that includes senior RCMP and municipal police and the Director of Police Services. The board members do not receive remuneration.

The work of CFSEU-BC is consistent with local, regional, national and international priorities, and CFSEU-BC also supports other agencies by assisting in organized and major crime investigations.

More information can be found at www.cfseu.bc.ca.

Appendix A: Minister's Mandate and Actions Summary

In the Premier's mandate letter dated June 10, 2013, the Attorney General and Minister of Justice received direction on strategic priorities through 2013 and for the 2014/15 fiscal year. These priorities and their status are summarized below.

Mandate Letter Direction	Ministry's Action
1. Manage your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia	Ongoing
2. Complete the justice reform agenda including integration and court efficiencies as envisioned in the Cowper Report and subsequent white papers issued in response by the province.	Underway (see page 11)
3. Consult with the Canadian Bar Association and implement the transfer of administrative penalties and traffic tickets from the court system to administrative tribunals such as the Civil Resolution Tribunal.	Underway (see page 7)
4. Open a new Justice Access Centre in Victoria in 2013.	Completed (Victoria Justice Access Centre Opened October 24, 2013.)
5. Work with the Legal Services Society to expand criminal and family legal aid services in advance of the $2 million budget increase to be provided in 2014/15.	Underway (see page 11)
6. Complete your ministry's long term plan to improve courtroom capacity and access to justice for residents in the Lower Fraser Valley.	Completed (see page 7)
7. Protect the public by ensuring maximum benefit from the three year extension of the Guns and Gangs Strategy.	Underway (see page 9)
8. Work with stakeholders to define policing responsibilities.	Underway (see page 10)
9. Work with communities in the Lower Mainland, Greater Victoria and Central Okanagan regions to examine and implement options to improve policing integration.	Underway (see page 10)
10. Work with communities to expand domestic violence units that bring together police, victim services and child protection workers to improve integration in these cases.	Underway (see page 9)
11. Complete the construction of the new Okanagan Correctional Centre on time and on budget.	Underway (see page 23)
12. Continue the work underway to consider implementation of the recommendations of the Missing Women Commission of Inquiry.	Substantially completed or underway (see page 8)
13. Immediately begin consultations with stakeholders on modernizing B.C.'s liquor legislation and regulations and bring forward options for reform to Cabinet.	Completed (see pages 11 - 12)
14. Consider and present options to convert the Liquor Distribution Branch into either a Crown agency or Crown corporation with its own Board of Directors.	Completed (see pages 11 - 12)

The following table presents the priorities identified in the Premier's mandate letter to the Minister Attorney General and Minister of Justice dated June 10, 2014, and provides a status update on the priorities.

Mandate Letter Direction	Ministry's Action
1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia.	Ongoing
2. Implement the recommendations of the report by Parliamentary Secretary John Yap on provincial liquor regulatory reform.	Underway (see pages 11 – 12)
3. Re-write the *Liquor Control and Licensing Act* for introduction in the Spring 2015 legislative session.	Completed (Legislation introduced in March 2015)
4. Continue our justice reform agenda including integration and court efficiencies as envisioned in the Cowper Report.	Underway (see pages 10 – 11)
5. Working with the Ministry of Children and Family Development and Ministry of Aboriginal Relations and Reconciliation, support the provincial domestic violence unit and develop and implement Violence Free BC.	Underway (see pages 8 – 9)
6. Begin the implementation of the long term plan to improve courtroom capacity and access to justice for residents in the Lower Fraser Valley.	Underway (see page 7)
7. Create a Policing Structure and Funding Committee to define federal, provincial and municipal policing funding responsibilities.	Completed (see page 10)
8. Work with communities in the Lower Mainland, Greater Victoria and Central Okanagan regions to examine and implement options to improve policing integration.	Underway (see page 10)
9. Receive and make recommendations to Cabinet on the report of Parliamentary Secretary Darryl Plecas and his Blue Ribbon Panel on crime reduction.	Underway (see page 9)
10. Receive and make recommendations to Cabinet on the report by Parliamentary Secretary Laurie Throness on changes to the provincial correctional system.	Underway (see page 9)
11. Complete the construction of the new Okanagan Correctional Centre on time and on budget.	Underway (see page 23)
12. Continue the implementation of the recommendations of the Missing Women Commission of Inquiry.	Substantially completed or underway (see page 8)
13. Work with the Ministry of Transportation and Infrastructure to review and make recommendations on how to improve designated driver liability legislation.	Underway
14. Review and make recommendations on how to strengthen anti-distracted driver legislation and penalties.	Underway (see page 8)
15. Consider and present options to Cabinet on an updated *Election Act*.	Completed (Legislation introduced in March 2015)
16. Work with the Earthquake Review Board and present options to Cabinet on how to strengthen provincial earthquake preparedness once the report is received by government.	Underway (see pages 9 - 10)

Appendix B: Contact Information and Hyperlinks

Domestic Violence Helpline
1-800-563-0808
www.domesticviolencebc.ca
Confidential; Free; 24 hours/7 days; Multiple Languages

Human Trafficking Helpline
1-888-712-7974
Confidential; Free; 24 hours/7 days; Multiple Languages
For assistance with human trafficking cases, including emergency services and accessing shelter, interpretation and translation services

JusticeBC
www.justicebc.ca
Provides online access to extensive information about the criminal and family justice systems, as well as links to other resources and services

VictimLink BC
1-800-563-0808
www.victimlinkbc.ca
Confidential; Free; 24 hours/7 days; Multiple Languages
Provides help and information for victims of family and sexual violence, and all other crimes

For information related to the responsibilities of the Ministry of Justice, visit our website at www.gov.bc.ca/justice or refer to the following:

Office of the Deputy Attorney General and Deputy Solicitor General

- 250-356-0149

Community Safety and Crime Prevention Branch

- 604-660-4510
  - Civil Forfeiture Office www.pssg.gov.bc.ca/civilforfeiture
  - Community Safety and Crime Prevention: www.pssg.gov.bc.ca/crimeprevention
  - Office to Combat Trafficking in Persons: www.pssg.gov.bc.ca/octip
  - Victim Services: www.pssg.gov.bc.ca/victimservices

Consumer Protection BC

- 604-320-1667
- www.consumerprotectionbc.ca

Corrections Branch

- 250-387-5059
- www.pssg.gov.bc.ca/corrections

Court Services Branch

- 250-356-1550
- www.ag.gov.bc.ca/courts

Criminal Justice Branch

- 250-387-3840
- www.ag.gov.bc.ca/prosecution-service

Crowns, Agencies, Boards and Commissions

- A list of Crowns, Agencies, Boards and Commissions with links to their websites may be found at: www.ag.gov.bc.ca/abc. Please also refer to Appendix B.

Dispute Resolution Office

- 250-387-1480
- www.ag.gov.bc.ca/dro

Emergency Management BC

- 250-952-5013
  - BC Coroners Service: www.pssg.gov.bc.ca/coroners
  - Office of the Fire Commissioner: www.embc.gov.bc.ca/ofc
  - Emergency Management: www.embc.gov.bc.ca/em

Family Justice Centres and Justice Access Centres

- Family Justice Centres: www.clicklaw.bc.ca/helpmap/service/1019
- Justice Access Centres: www.ag.gov.bc.ca/justice-access-centre

Family Maintenance Enforcement Program

- www.fmep.gov.bc.ca

Justice Services Branch

- 250-356-6582
- www.ag.gov.bc.ca/justice-services/index.htm

Legal Services Branch

- **250-356-8467**

Legislation and Ministry Responsibilities

- www.leg.bc.ca/legislation/index.htm

Liquor Control and Licensing Branch

- 250-952-5787
- www.pssg.gov.bc.ca/lclb

Liquor Distribution Branch

- 604-252-3000
- www.bcldb.com

Policing and Security Branch

- 250-387-1100
- Police Services: www.pssg.gov.bc.ca/policeservices
- Security Industry Licensing: www.pssg.gov.bc.ca/securityindustry

RoadSafetyBC

- 250-387-7747
- www.pssg.gov.bc.ca/osmv

Appendix C: Agencies, Boards and Commissions

BC Ferry Commission
The BC Ferry Commission is a quasi-judicial regulatory agency operating under the *Coastal Ferry Act*. The commission regulates the ferry operator British Columbia Ferry Services Inc. (BC Ferries) on 25 saltwater routes and is independent of both the provincial government and BC Ferries. The primary responsibility of the commissioner is to regulate ferry fares. The commissioner sets a price cap on the average level of fares which BC Ferries can charge, the goal of which is to balance the interests of ferry users with the interests of taxpayers while protecting the financial sustainability of the ferry operator. Other key tasks include: monitoring adherence to the terms of the Coastal Ferry Services Contract; approval of major capital expenditures; regulating unfair competitive advantage; and the approval and monitoring of BC Ferries' customer complaints process. More information can be found at: www.bcferrycommission.com

British Columbia Human Rights Tribunal
The British Columbia Human Rights Tribunal is responsible for accepting, screening, mediating and adjudicating complaints under the *Human Rights Code*. It provides parties the opportunity to resolve complaints through mediation; complaints that are not resolved through mediation proceed to a hearing before the tribunal. The tribunal is accountable to the legislature through the Attorney General and functions independently of the government on all matters related to adjudication of complaints. Orders of the tribunal are enforceable in the British Columbia Supreme Court. More information can be found at: www.bchrt.bc.ca

British Columbia Law Institute
The British Columbia Law Institute was created in January 1997 to: promote the clarification and simplification of the law and its adaptation to modern social needs; promote improvement of the administration of justice and respect for the rule of law; and promote and carry out scholarly legal research. More information can be found at: www.bcli.org

British Columbia Review Board
The British Columbia Review Board conducts hearings to review and assess the mental condition and level of threat to the public posed by mentally disordered accused persons for the purpose of determining whether they should be absolutely or conditionally discharged, or detained in a designated place of custody. More information can be found at: www.bcrb.bc.ca

British Columbia Utilities Commission
The British Columbia Utilities Commission operates under and administers the *Utilities Commission Act*, regulating utilities to ensure customers receive safe, reliable and non-discriminatory energy services at fair rates, and that shareholders of those utilities are afforded a reasonable opportunity to earn a fair return on their invested capital. More information can be found at: www.bcuc.com

Environmental Appeal Board
The Environmental Appeal Board is an independent agency which hears appeals from certain decisions made by government officials related to environmental issues. These decisions include

water licences, contaminated site remediation orders, pesticide permits and the cancellation of hunting licences, among other things. The Environmental Appeal Board plays a role in ensuring the protection and wise use of the environment by providing a quasi-judicial access point for the public and industry to appeal certain government decisions. More information can be found at: www.eab.gov.bc.ca

Forest Appeals Commission
The Forest Appeals Commission is an independent tribunal established under the *Forest Practices Code of British Columbia Act* and continued under the *Forest and Range Practices Act*. The commission hears appeals from certain decisions made by government officials related to forests and the environment. More information can be found at: www.fac.gov.bc.ca

Independent Investigations Office
The Independent Investigations Office was established to conduct criminal investigations regarding police-related incidents involving death or serious harm. The office is under the command and direction of the Chief Civilian Director, a position for which one cannot ever have served as a police officer. More information can be found at: www.iiobc.ca

Legal Services Society
The Legal Services Society provides legal aid in British Columbia as set out in the *Legal Services Society Act*. Services include legal information, advice and representation to people with low incomes. The Province provides most of the society's funding, but the Legal Services Society remains independent of the government. The society reports its activities to the government through the Attorney General and determines the range of services it will provide within the framework of a memorandum of understanding negotiated with the Attorney General every three years. More information can be found at: www.lss.bc.ca

Oil and Gas Appeal Tribunal
The Oil and Gas Appeal Tribunal is an independent quasi-judicial agency that hears appeals from decisions of the Oil and Gas Commission which include: certain orders, declarations, findings of contravention, administrative penalties and permitting decisions in relation to an 'oil and gas activity' such as geophysical exploration; the construction or operation of a pipeline; road construction; and the production, gathering, processing, storage or disposal of petroleum, natural gas or both. More information can be found at: www.ogat.gov.bc.ca

Police Boards
In British Columbia, independent municipal police departments are overseen by an appointed police board made up of civilian members of the community. The role of police boards is to provide general direction to the department, in accordance with relevant legislation and in response to community needs. More information can be found at: www.pssg.gov.bc.ca/policeservices/boards/index.htm